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2003P00904US

1/30

FIG. 1

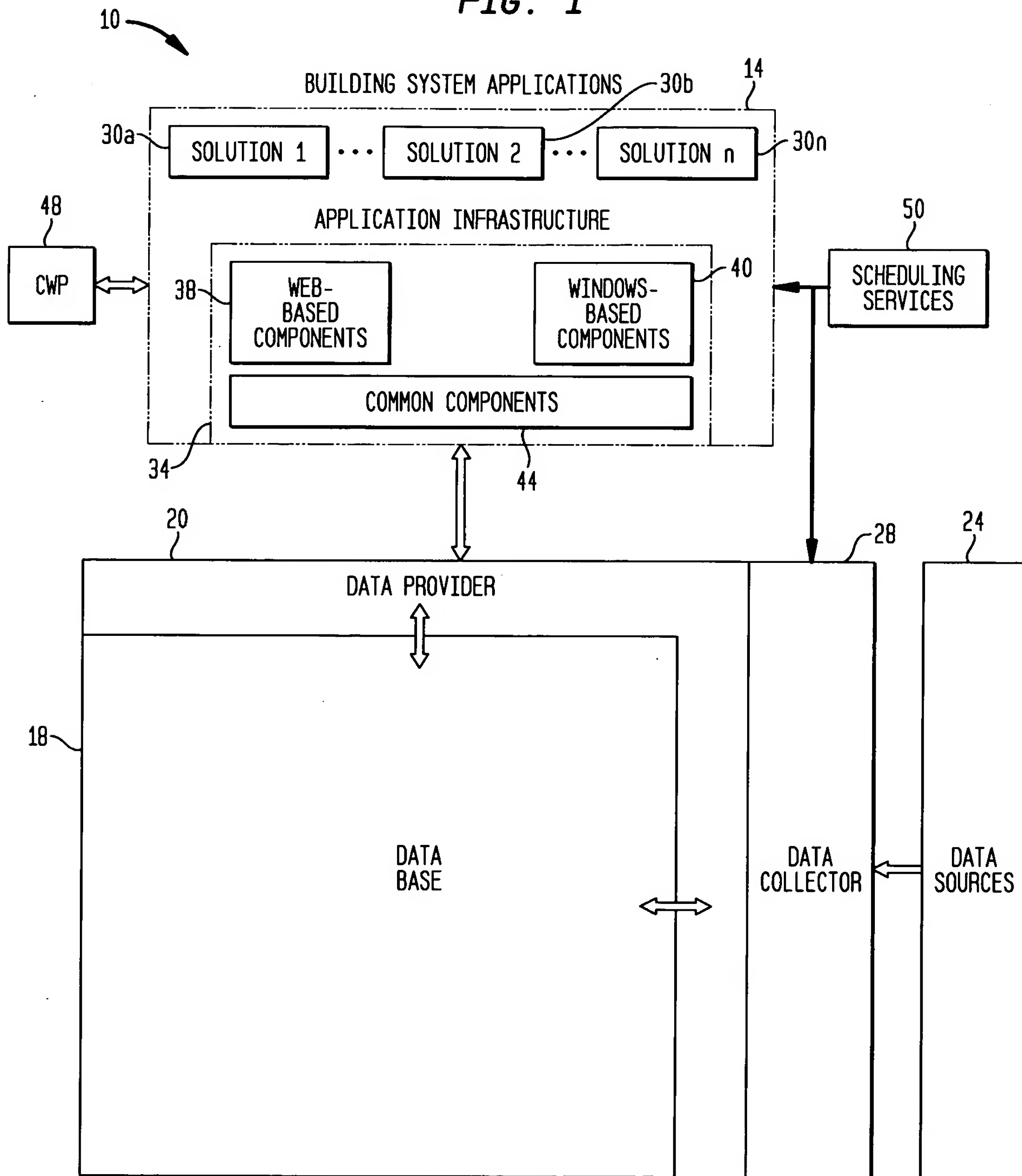


FIG. 2A

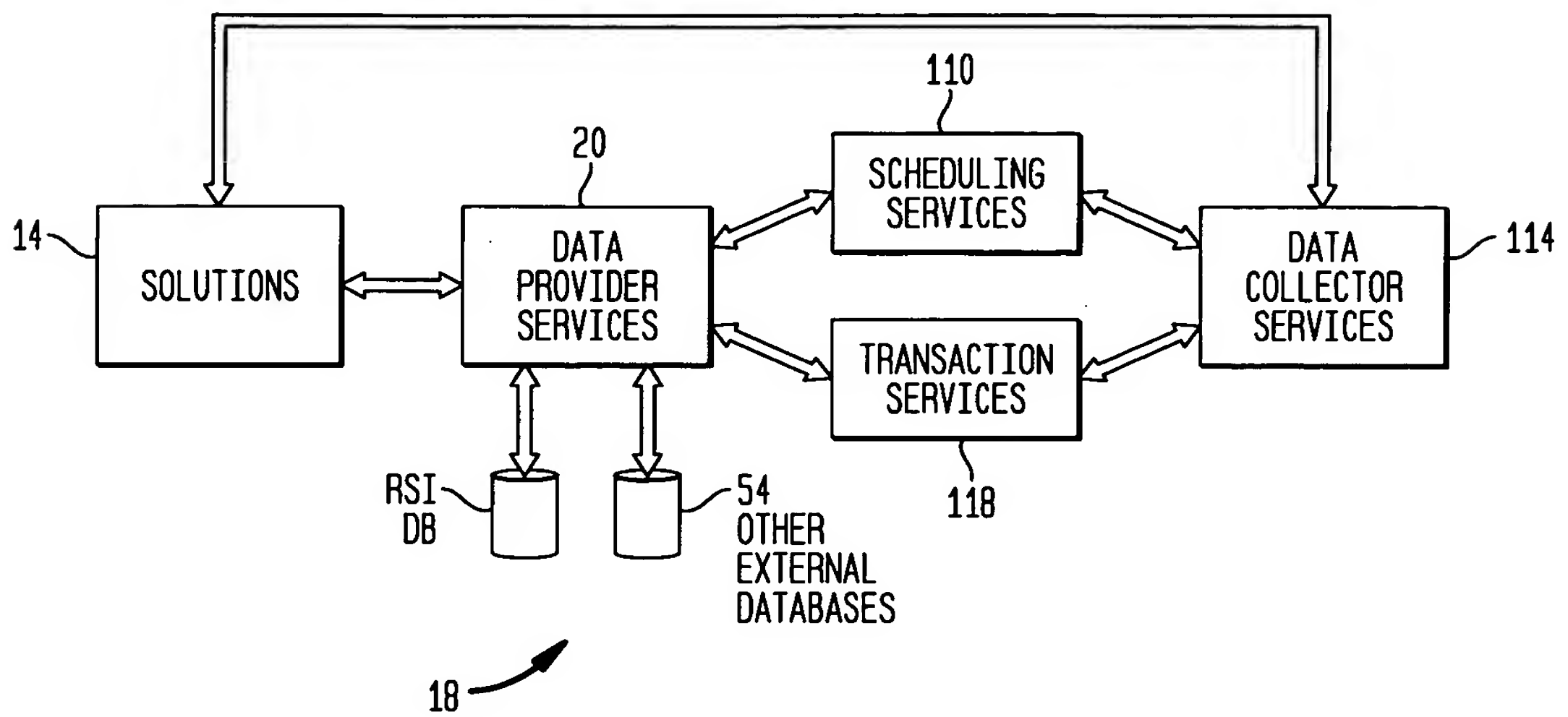
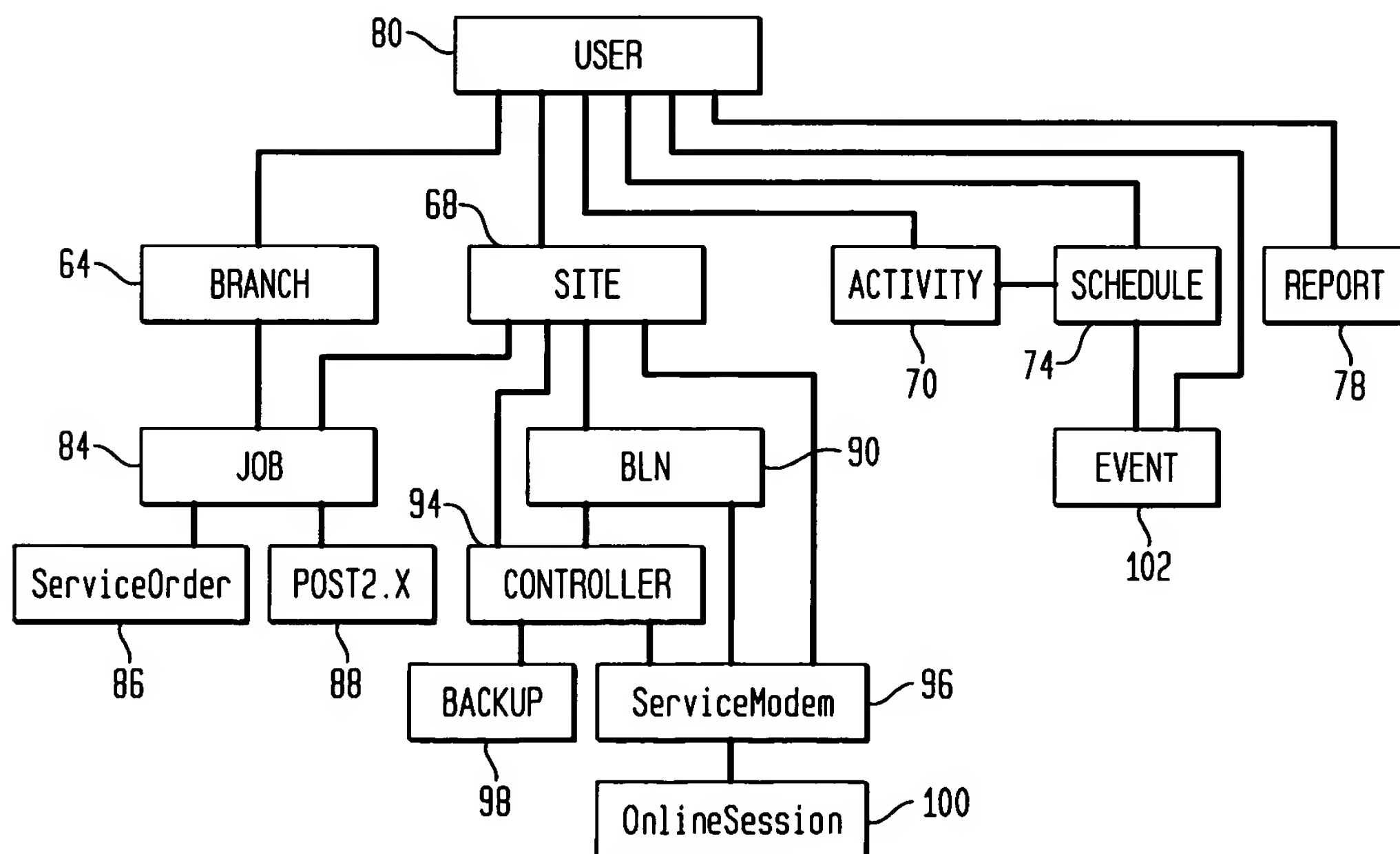


FIG. 2B



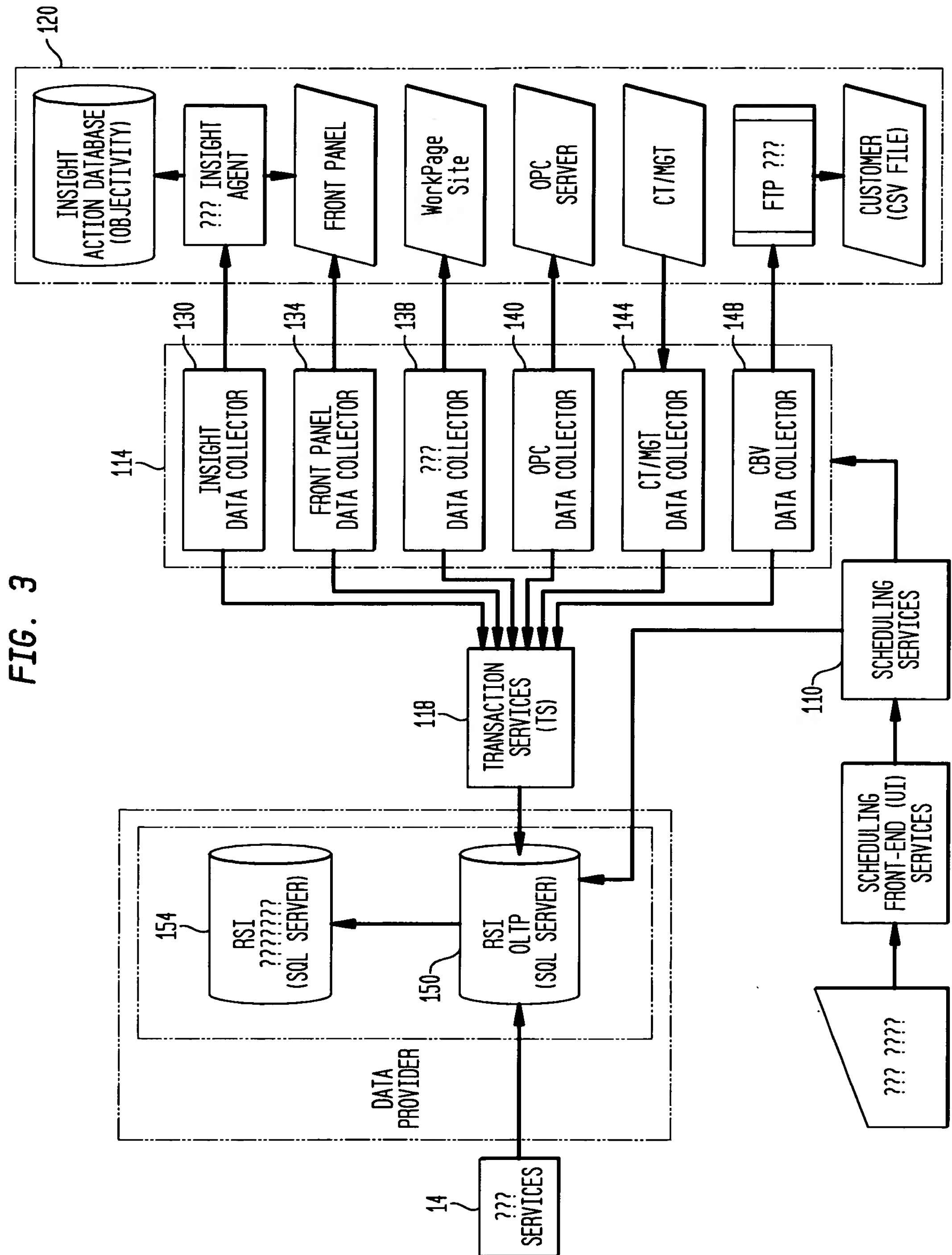


FIG. 4

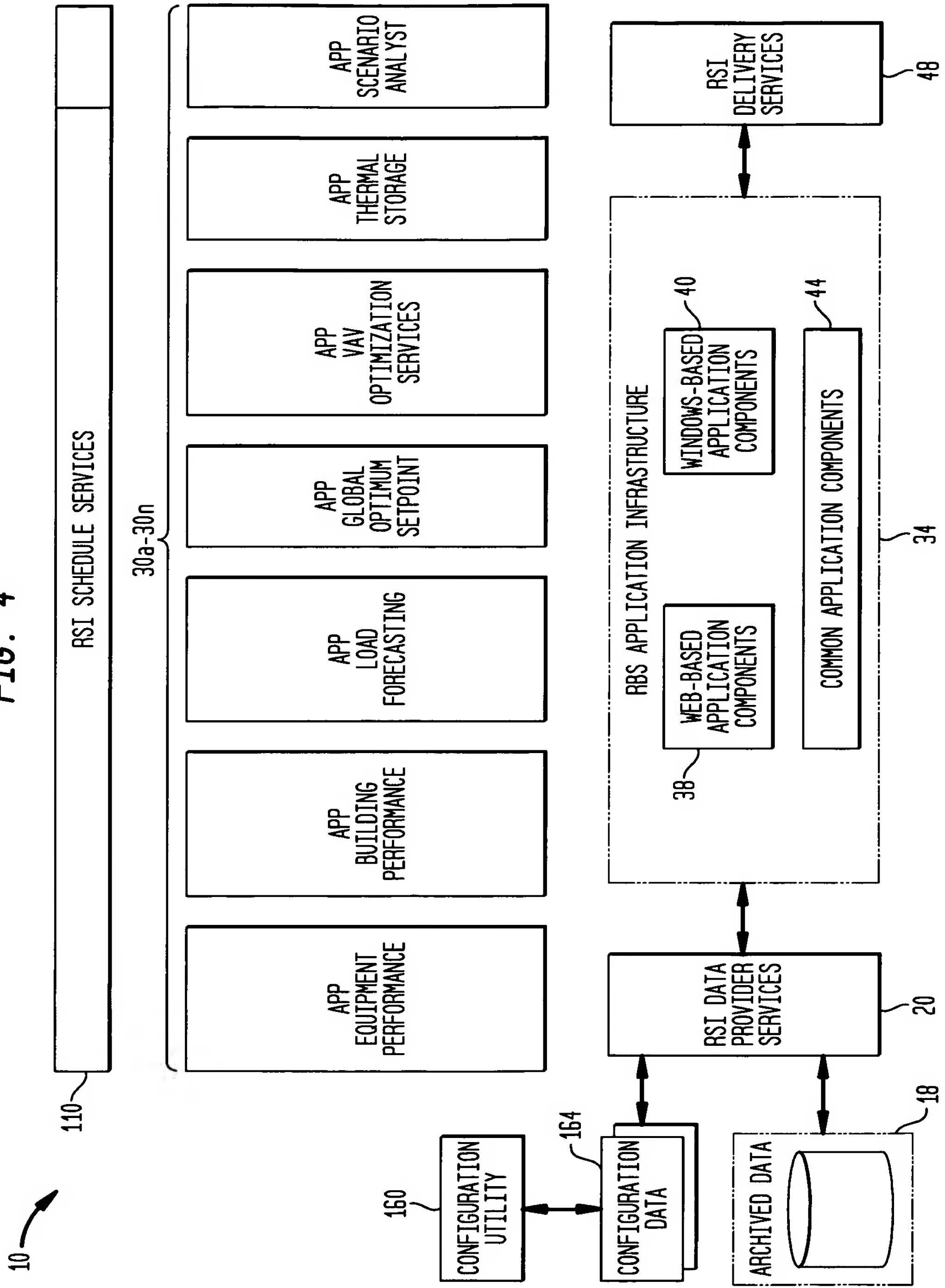


FIG. 5

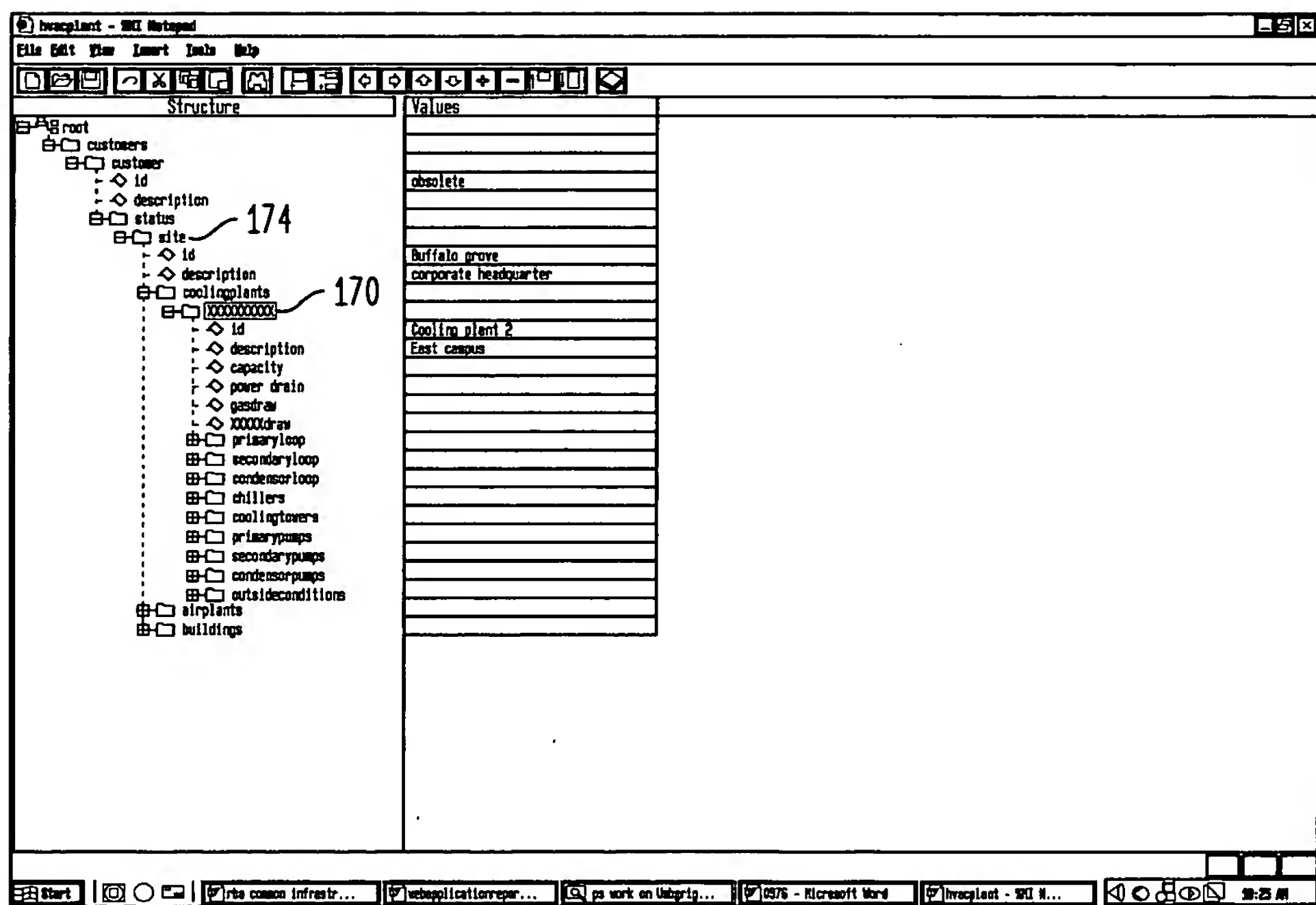


FIG. 6

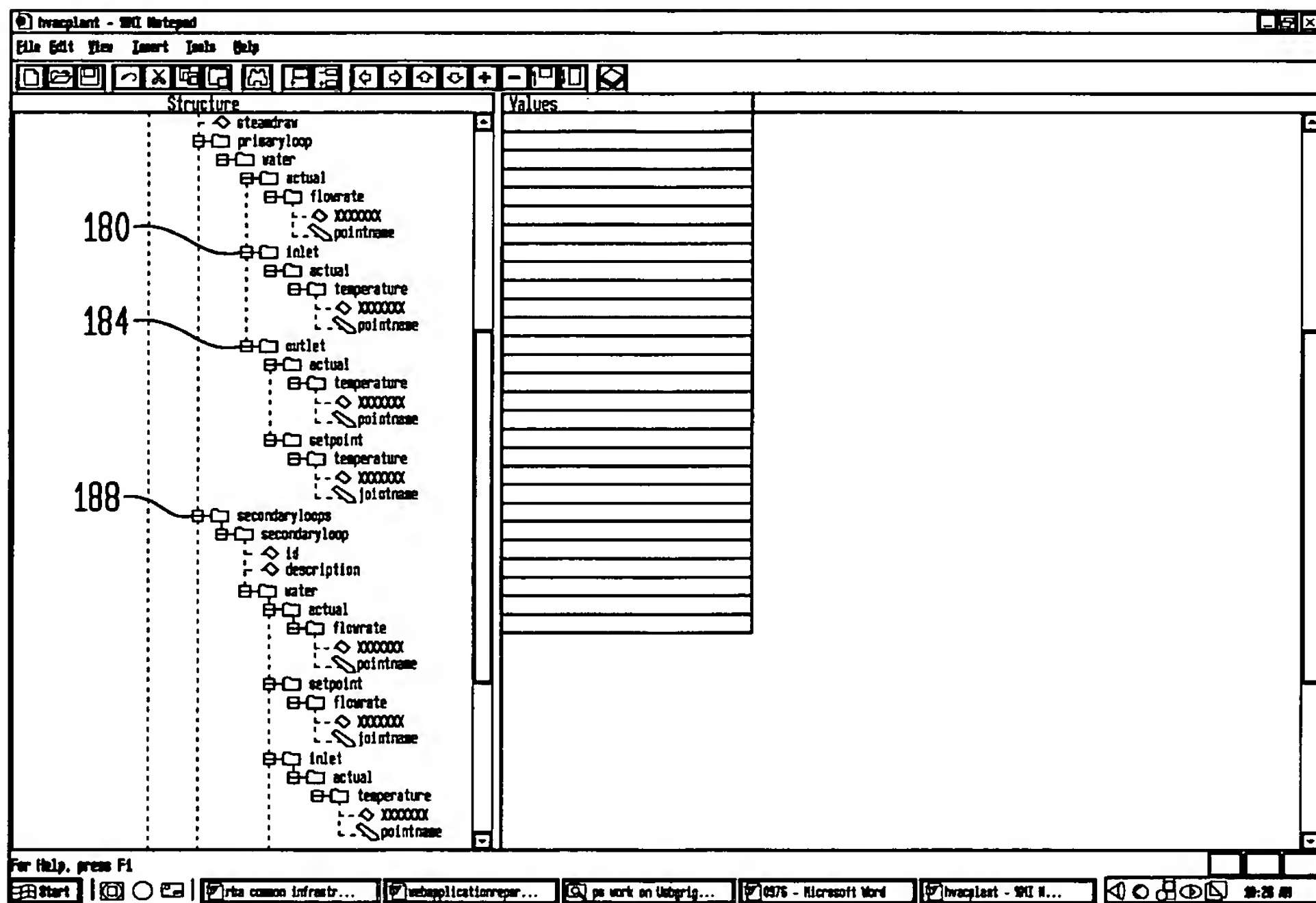


FIG. 7

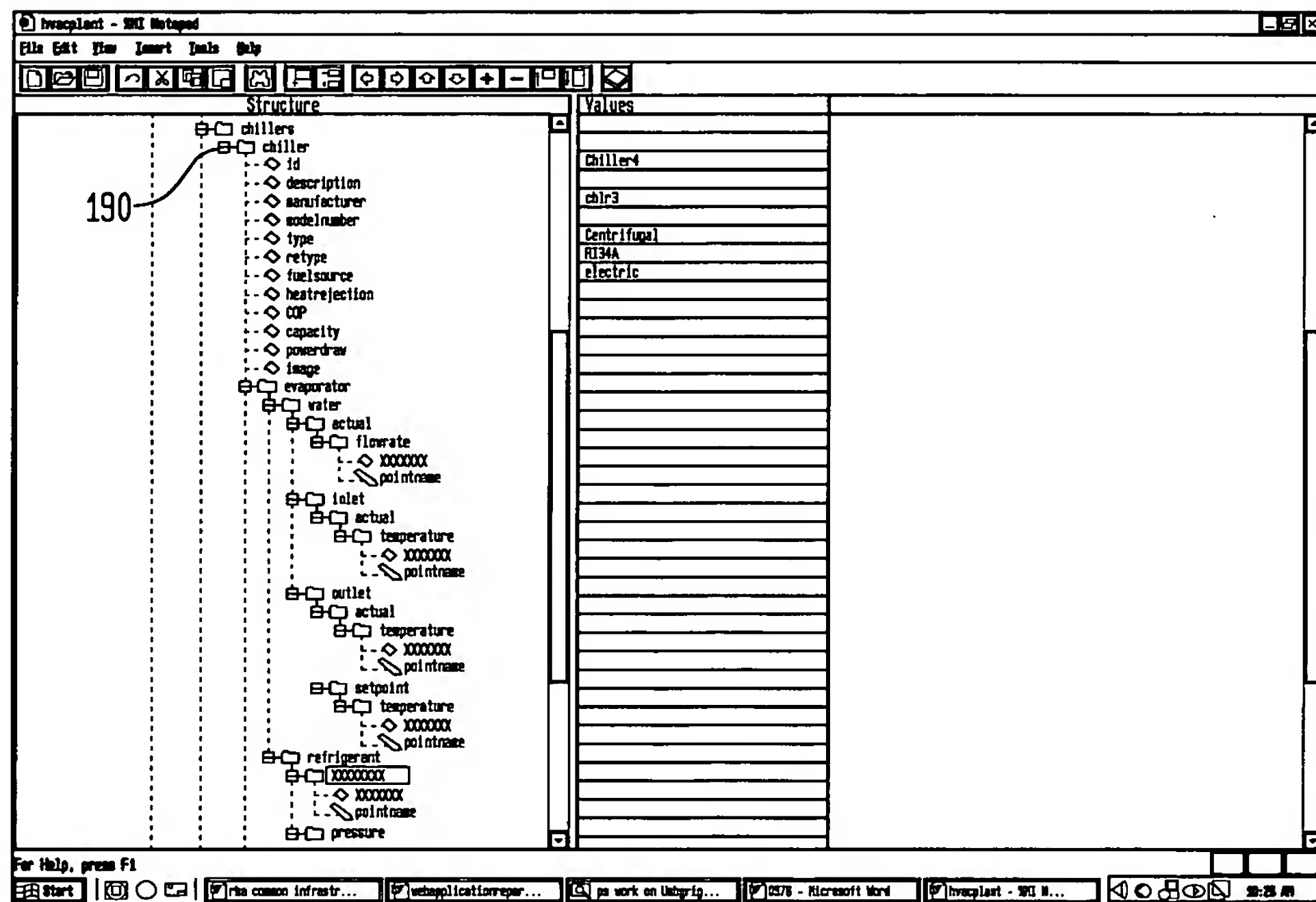


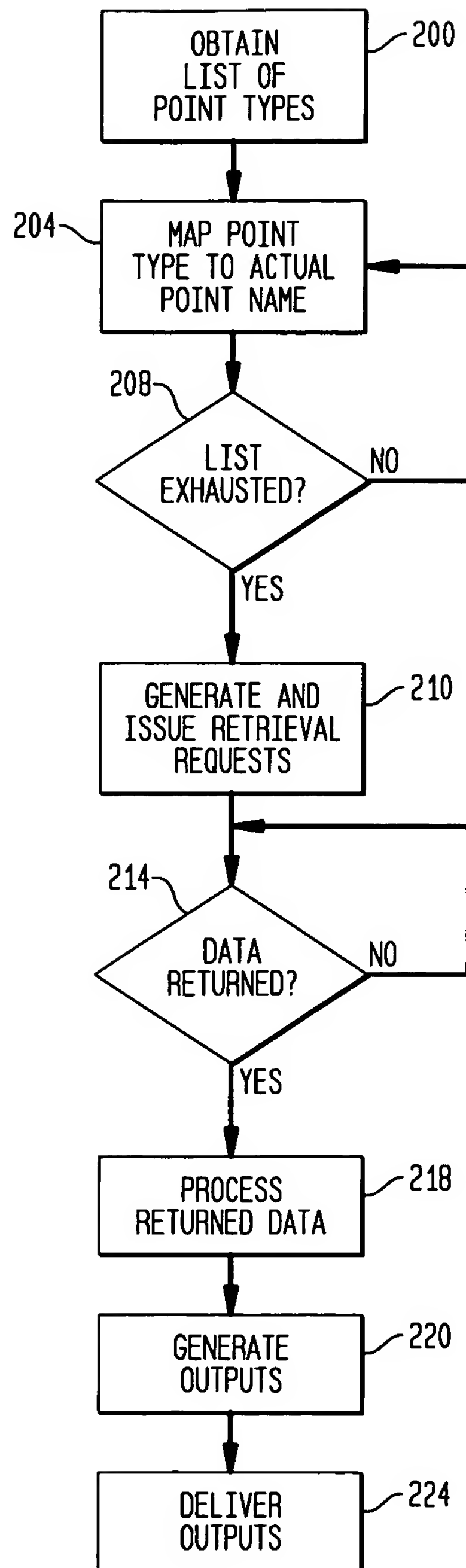
FIG. 8

FIG. 9

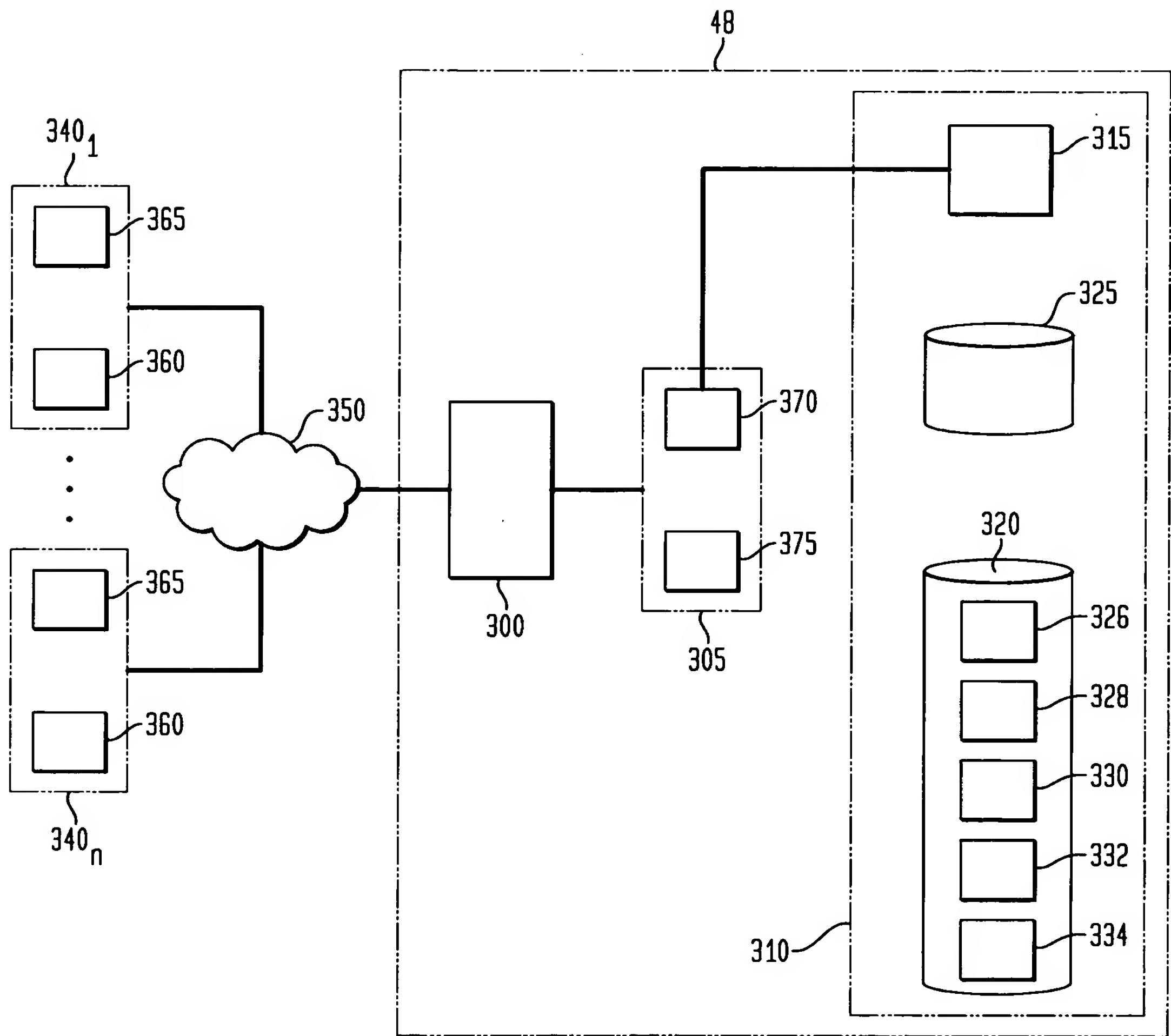


FIG. 10

400

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Search for... go >

Service Central Fileshare Administration Log Out
Home | >Service Central >Service Activity

site360

→ Service Activity
Open Calls
Closed Calls
Custom Reports
TSP Contracts 435
Equipment 440
Sites 440
Request Service

Service Activity

The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

Summary
The summary provides and overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

Call Status

- Open ▶ 13 406 410
- Closed ▶ 150 412

Call Type

- Preventive ▶ 146 414
- Corrective ▶ 17 416

System

- Fire ▶ 18 420
- HVAC ▶ 56 422
- Mechanical ▶ 54 424
- Security ▶ 35 426

Detail
The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 43

Site	Call Status		Preventive	Call Type		System	Number
	Open	Closed		Corrective	Type		
▶ SZ COLLEGE PARK (B320013)	▶ 1	▶ 0	▶ 0	▶ 1 HVAC	▶ 1		
▶ SZ COLLEGE PARK (B320013)	▶ 0	▶ 3	▶ 3 428	▶ 0 Mechanical	▶ 3		
▶ SZ EAST LIBRARY (B408013)	▶ 0	▶ 1	▶ 1	▶ 0 Mechanical	▶ 1		
▶ SZ EAST POINT (B425013)	▶ 2	▶ 0	▶ 0	▶ 2 HVAC	▶ 2		
▶ SZ EAST POINT (B425013)	▶ 0	▶ 1	▶ 1	▶ 0 Mechanical	▶ 1		

▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

Export to: .xls .doc ASCII

FIG. 11

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go >

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Fileshare

Administration

Log Out

Home

>...

>... >Open Calls

Request Service

500

site360 Home site360 Ordering Help Contact Us Sitemap

→ Service Activity

→ Open Calls

→ Closed Calls

→ Custom Reports

→ TSP Contracts

→ Equipment

→ Sites

→ Request Service

Open Calls

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 15

Open Date

Order No.

Status

Site

Description

Call Type

System

PO No.

Export to:

→ Display Filter Criteria

4/23/03	▶ 030321-0852	Open	SZ MULTIPURPOSE (8251013)	REPLACE SCREENS	Preventive	Mechanical	200303974	<div><div>.xls</div><div>.doc</div><div>ASCII</div></div>	→ Display Filter Criteria
4/18/03	▶ 030307-3329	Open	SZ COLLEGE PARK (8320013)	PM	Preventive	Mechanical	200304780		
4/18/03	▶ 030416-0594	Open	SZ TOM LOWE (8229013)	REPLACE DEFECTIVE CONDENSING F	Preventive	Mechanical	200305191		
4/18/03	▶ 030416-0589	Open	SZ TOM LOWE (8229013)	PM **NOTE** MUST CALL TO GET T	Preventive	Mechanical	200305192		
4/17/03	▶ 030416-0551	Open	SZ SOUTHWEST (8440013)	LEAK ON 1ST CIRCUIT ON CHILLER	Preventive	Mechanical	200305232		
▶ 1-5	▶ 6-10	▶ 11-15							→ Display Equipment / Contract No.

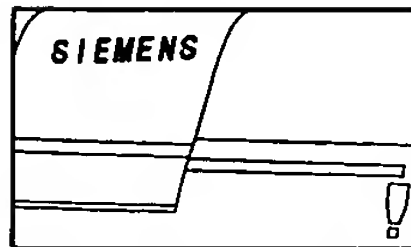


2003P00904US

12/30

FIG. 12

600



site360

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

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Search for... go >

Service Central Fileshare Administration Log Out
| Home | > > > > Open Calls > Service Order

Request Service

Service Order



Below is detailed information for the individual service order you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	030321-0852	Customer Name	Demonstration Customer
PO Number	200303974	Contract No.	
Site	SZ MULTIPURPOSE (8251013)	System	Mechanical
Status	Open	Open Date	4/23/03
Call Type	Preventive	Closed Date	
Request Type	fax		
Problem Type	Repair or Replace Parts		
Call Priority	Next Scheduled Visit		

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description REPLACE SCREENS FOR CIRCULATION PUMP STRAINER
Resolution

Further Information

Use the following links to get further equipment, call, or appointment information.

go to ↙ Equipment ↘ 610 ↘ 620 ↘ 630
↙ Call Log ↘
→ Appointments

Equipment

The table below lists equipment that was serviced on the selected order number.

No Data Available.

Call Log

The table below lists all activities logged to the selected service order number.

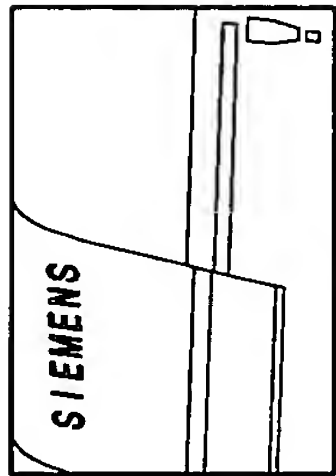


FIG. 13

700

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Search for ... go >

Service Central Fileshare Administration Log Out

| Home | >--- >--- >Open Calls >Service Order

site360 Home

site360 Ordering

Help

Contact Us

Sitemap

Request Service

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

Appointment

Below is the detailed information for the single appointment selected for this call.

Summary

The summary provides an overview of information related to the selected appointment.

Service Order No.	030321-0852	Contract No.	Demonstration Customer
PO Number	200303974	Customer Name	
Site	SZ MULTIPURPOSE (8251013)	Branch	ATLANTA
Appointment No.	030321-0852 0001 1 240097 ATL	Lead Technician	Steve Conti
Open Date	4/23/03	Skill Type	Fitter Journeyman
Closed Date			
Appointment Status	TENTATIVE		

Equipment

The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.

FIG. 14

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go >

Service Central

Fileshare

Administration

Log Out

Home

>...

>Closed Calls

site360 Home

site360 Ordering

Help

Contact Us

Sitemap

Request Service

→ Service Activity

→ Open Calls

→ Closed Calls

Custom Reports

TSP Contracts

Equipment

Sites

Request Service

Item 1-5 of 178

810

Open Date

Order No.

Status

Site

Description

Call Type

System

PO No.

Export to:

.xls

.doc

ASCII

4/16/03

► 030307-3331

Complete

SZ EAST POINT (8425013)

PM

Preventive

Mechanical

200305028

4/16/03

► 030403-0116

Complete

UPS 35 Glenlake Fire

TAMPER TROUBLE

Preventive

Fire

4/10/03

► 030307-3327

Complete

SZ FAIRBURN (8323013)

PM

Preventive

Mechanical

4/10/03

► 030410-0128

Complete

SZ MULTIPURPOSE (8323013)

CHANGE THE BELTS

Preventive

Mechanical

4/9/03

► 030307-3325

Complete

SZ SOUTHWEST (8440013)

PM

Preventive

Mechanical

200304882

► 1-5

► 6-10

► 11-15

► 16-20

► 21-25

► 26-30

next →

→ Display Filter Criteria

→

Below is an overview of all service activities with a "closed" status (this includes completed, closed and paid calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

→ Display Equipment / Contract No.

FIG. 15 900

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Site360

→ Service Activity

→ Open Calls

→ Closed Calls

→ Custom Reports

Selected Services

→ TSP Contracts

→ Equipment

→ Sites

→ Request Service

SIEMENS

Search for... go >

Service

Fileshare

Administration

Log Out

Home | >... >... >Selected Services

Request Service

site360 Home

site360 Ordering

Help

Contact Us

Sitemap

Selected Services

→ Display Filter Criteria →

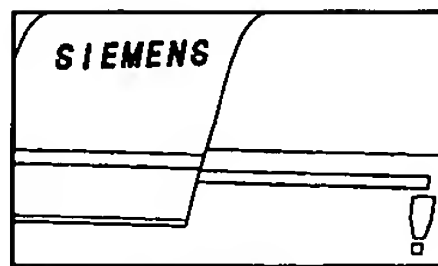
The Selected Services function provides an overview of selected service activities for the site and system type you selected. Clicking Display filter criteria enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report. If desired. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 15

Open Date	Order No.	Status	Status	Description	Call Type	System	PO No.
5/1/03	▶ 030409-0306	Open	MURRAY ELEMENTARY	PREVENTIVE MAINTENANCE	Preventive	HVAC	
5/1/03	▶ 030409-0307	Open	NEHAWKA MIDDLE	PREVENTIVE MAINTENANCE	Preventive	HVAC	
5/1/03	▶ 030409-0308	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
5/1/03	▶ 030409-0309	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
4/15/03	▶ 030409-0310	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
▶ 1-5	▶ 6-10	▶ 11-15	▶ 16-20	▶ 21-25	▶ 26-30	next →	→ Display Equipment / Contract No.

↩

FIG. 16

1000

Service Activity
TSP Contracts
Equipment
Sites
→ Request Service

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[site360 Home](#) [site360 Ordering](#)[Help](#) [Contact Us](#)Search for... go >[Service Central](#) [Fileshare](#) [Administration](#) [Log Out](#)
[Home](#) | >-- >Request Service [Request Service](#)

Request Service

This page is for submitting online service requests.

For emergency or after-hours service, please call your local branch office.

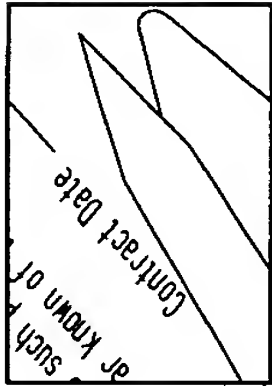
* Indicates required field.

Request Type * Priority * Select Site * OR Enter Site Select Equipment * OR Enter Equipment * Location * Description * PO No.

Last Name Wallace

First Name Michael

E-mail * Phone



site360

FIG. 17

1100

SIEMENS

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Search for... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >TSP Contracts

Request Service

Service Activity

→ TSP Contracts

- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports

Equipment

Sites

Request Service

1102

TSP Contracts

The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are authorized. This overview screen informs you, in an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status and system type.

Contract Status

Active

Expiring

Cancelled

Expired

1104

System

Fire

HWAC

Mechanical

1114

1116

1118

1120

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 6	1124	1126	1128	1130	1132	1134
Site	Active	Expiring	Cancelled	Expired	Type	Number
UPS 35 Glenlake Automation	1	0	0	0	0 HWAC	1
UPS 35 Glenlake Fire	0	0	0	0	1 HWAC	1
UPS 35 Glenlake Mechanical	1	0	0	0	0 Mechanical	1
UPS 55 Glenlake Automation	1	0	0	0	0 HWAC	1
UPS 55 Glenlake FIRE	1	0	0	0	0 Fire	1
1-5	6-6					

1122

FIG. 18

1200

Such as known or Contract Date

SIEMENS

Search for ... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >TSP Contracts >Active Contracts

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Request Service

Service Activity

→ TSP Contracts

→ Active Contracts

Expiring Contracts

Cancelled Contracts

Expired Contracts

Custom Reports

Equipment

Sites

Request Service

1210

Active Contracts

Below is an overview of all active service contracts. Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-3 of 3

Contract No.	Po No.	Description	Site	Status	Effective Date	Renewal Date	System
▶MS-6699		TIME & MATERIAL	UPS 35 Glenlake Mechanical	Active	1/1/03	12/31/03	Mechanical
▶PB-1394		FULL COMPREHENSIVE	Multiple Sites	Active	1/1/03	12/31/03	HVAC
▶PC-1512			UPS 55 Glenlake FIRE	Active	8/1/02	7/31/03	Fire

Export to:

→ Display Filter Criteria →

→ Display Equipment



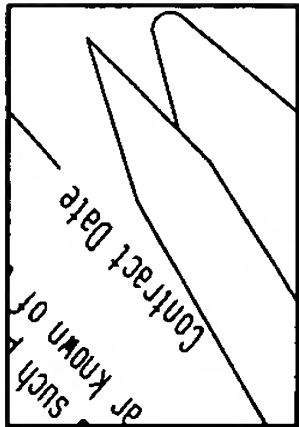


FIG. 19

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1300

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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >TSP Contracts >Expired Contracts >Individual Contract

Request Service



Service Activity

- TSP Contracts
 - Active Contracts
 - Expiring Contracts
 - Cancelled Contracts
- Expired Contracts
 - Custom Contracts
 - Equipment
 - Sites
- Request Service

Individual Contract

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PC-1335	PO No.	
Status	Expired	SBT Branch	
Effective Date	2/1/02	Secondary Contact	
Renewal Date	1/31/03	Coverage Type	LABOR ONLY
Time to Renewal	-21 Days	System	HVAC
Service Technician/ Account Engineer	Chris Howell		

1310

Description

LABOR ONLY

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

Detail

Clicking an existing service contract displays the contract in its entirety.

1320


Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-1 of 1	.xls	.doc	Item 1-1 of 1
Site			Equipment
UPS 35 Glenlake Fire	1360		MECH/SPEC SCHEDULING

1350

FIG. 20



1400


Service Central Fileshare Administration Log Out

Home | >Service Central >Equipment

Request Service

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Search for ... go >



Service Activity
TSP Contracts
→ Equipment
Sites
Request Service

Equipment

The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

Site

All

1402

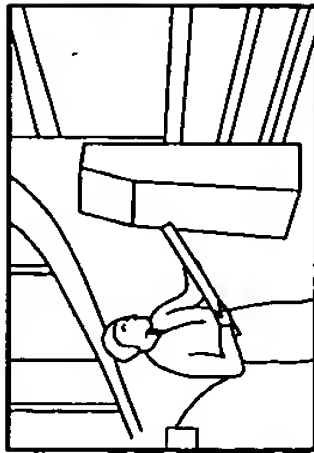
go >

Item 1-5 of 35

Site	Equipment or Services	Quantity	Location	Asset ID	System
UPS 35 Glenlake Automation	▶	1	CABINET 11	UPS35GL01	HVAC
UPS 35 Glenlake Automation	▶	1	CABINET 12	UPS35GL02	HVAC
UPS 35 Glenlake Automation	▶ CLIENT WORKSTATION REV #	1	INSIGHT 03	UPS35GL03	HVAC
UPS Glenlake Fire	▶ MECH/SPEC SCHEDULING	1		UPS F1	HVAC
UPS 55 Glenlake Automation	▶	1	CABINET 1 MAIN CHILLER PLANT	UPS55GL01	HVAC
▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →					

1404





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Service Activity
TSP Contracts
→ Equipment
Sites
Request Service

FIG. 21

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1500

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Search for... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >Equipment >-- >Individual Equipment

Request Service

Individual Equipment

The individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

Detail

Equipment	CLIENT WORKSTATION	Asset ID	UPS356L03
Site	REV #	Warranty Expiration	
	UPS 35 Glenlake Automation	Contract No.	1520
Equipment Quantity	1		
Equipment Location	INSIGHT 03	System	HWAC

Service Activity
Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls) for this piece of equipment.

Item 1-1 of 1	Description	Export to:	.xls .doc ASCII
Open Date		Call Type	Order No. PO No.
1/7/03	FULL COMPREHENSIVE	preventive	021215-0836 1540
Closed Calls			
Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment.			
Item 1-2 of 2	Description	Export to:	.xls .doc ASCII
Open Date		Call Type	Order No. PO No.
7/3/02	FULL COMPREHENSIVE	preventive	020625-0956
4/4/02	FULL COMPREHENSIVE	preventive	0021032288 1560

FIG. 22

such as known of Contract Date

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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment >Individual Contract

Request Service

Service Activity

- TSP Contracts
 - Active Contracts
 - Expiring Contracts
 - Cancelled Contracts
 - Expired Contracts
 - Custom Reports
- Equipment
- Sites
- Request Service

Individual Contract

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PB-1394	PO No.	
Status	Active		
Effective Date	1/1/03	SBT Branch	ATLANTA
Renewal Date	12/31/03	Secondary Contact	Jacquelyn Brewer
Time to Renewal	313 Days	Coverage Type	FULL COMPREHENSIVE
Service Technician/ Account Engineer	M. Kevin Mote	System	HVAC
Description	FULL COMPREHENSIVE		

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

Detail

Clicking an existing service contract displays the contract in its entirety.

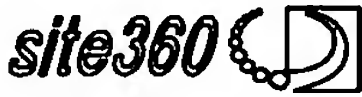
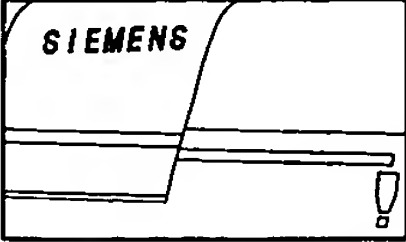
Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3 .xls .doc ASCII Item 1-3 of 3

Site	Equipment
▶ UPS 35 Glenlake Automation	
▶ UPS 55 Glenlake Automation	
▶ UPS 55 Glenlake Automation	CLIENT WORKSTATION REV*

FIG. 23



→ Service Activity

Open Calls

Closed Calls

Custom Reports

Selected Services

TSP Contracts

Equipment

Sites

Request Service

Service Central

Fileshare

Administration

Log Out

Home | >Service Central >Equipment >--- >Service Order

1700

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Home

News

Help

Contact Us

Sitemap

Search for...

go >

Service Central

Fileshare

Administration

Log Out

Request Service

1710

Service Order

→

Below is the data for the single service activity you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	020625-0966	Customer Name	Demonstration Customer
PO Number		Contract No.	PB-1394
Site	UPS 35 Glenlake Automation		1720
		System	HVAC
Status	Closed	Open Date	7/3/02
Call Type	Preventive	Closed Date	7/5/02
Request Type	generated		
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

1730

Problem Description

Resolution

JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

1740

Further Information

Use the following links to get further equipment, call, or appointment information.

go to

Equipment

1750

Call Log

1760

Appointments

1770

Equipment

The table below lists equipment that was serviced on the selected order number.

Item 1-3 of 3

Equipment Name	Quantity	Location	Asset ID
▶	1	CABINET 11	UPS35GL01
▶	1	CABINET 12	UPS35GL02
▶ CLIENT WORKSTATION REV*	1	INSIGHT 03	UPS35GL03

1780


Call Log

The table below lists all activities logged to the selected service order number.

No Data Available.

1790


FIG. 24



1800


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| Home | >Service Central >Sites

 Request Service

Service Activity

TSP Contracts

Equipment

→ Sites

Request Service

Sites

The site function provides complete service information for an individual site. Click any site link to get specific detail for that site. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 35

Site

▶ Primary


▶ SZ COLLEGE PARK {8320013} ~ 1810




▶ SZ EAST LIBRARY {8408013}

▶ SZ EAST POINT {8425013}

▶ SZ ELECTION WSE {8804013}

▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

→ Display Filter Criteria → 

Export to:  .xls  .doc 

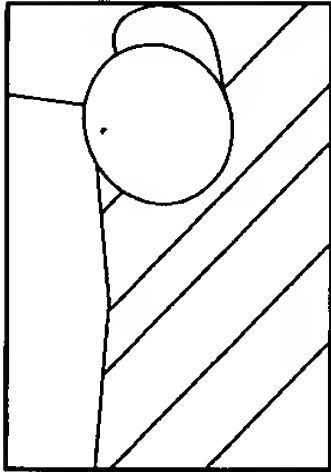


FIG. 25

1900

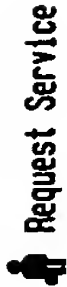
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- Service Activity
- TSP Contracts
- Equipment
- Sites
- Request Service

Individual Site

The individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

→ Display Filter Criteria →

1910	Site	SZ COLLEGE PARK (B320013)	Call Type	1930
1920	Call Status		Preventive	▶ 3 — 1965
	Open	▶ 1 — 1950	Corrective	▶ 1 — 1970
	Closed	▶ 3 — 1960	System	▶ 1 — 1975
			HVAC	▶ 3 — 1980
			Mechanical	

Service Activity Detail

The table below lists detail for the individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

1985

1990	Item 1-4 of 4	Order No.	PO No.	Description
	▶ 021001-0210	PC-02SC87314	ANNUAL CHILLER PM	
	▶ 021009-0275	PC02SC87314	INSTALL 2 CHECK VALVES & CLEAN	
	▶ 021016-0068	PC-02SC87314	PM REPAIRS	
	▶ 030206-0002		this is a test for the call t*	

Export to:	.xls	.doc	ASCII
Call Status	Call Type	Open Date	System
Closed	Preventive	10/7/02	Mechanical
Closed	Preventive	10/16/02	Mechanical
Closed	Preventive	10/7/02	Mechanical
Open	Corrective	2/6/03	HVAC

FIG. 26

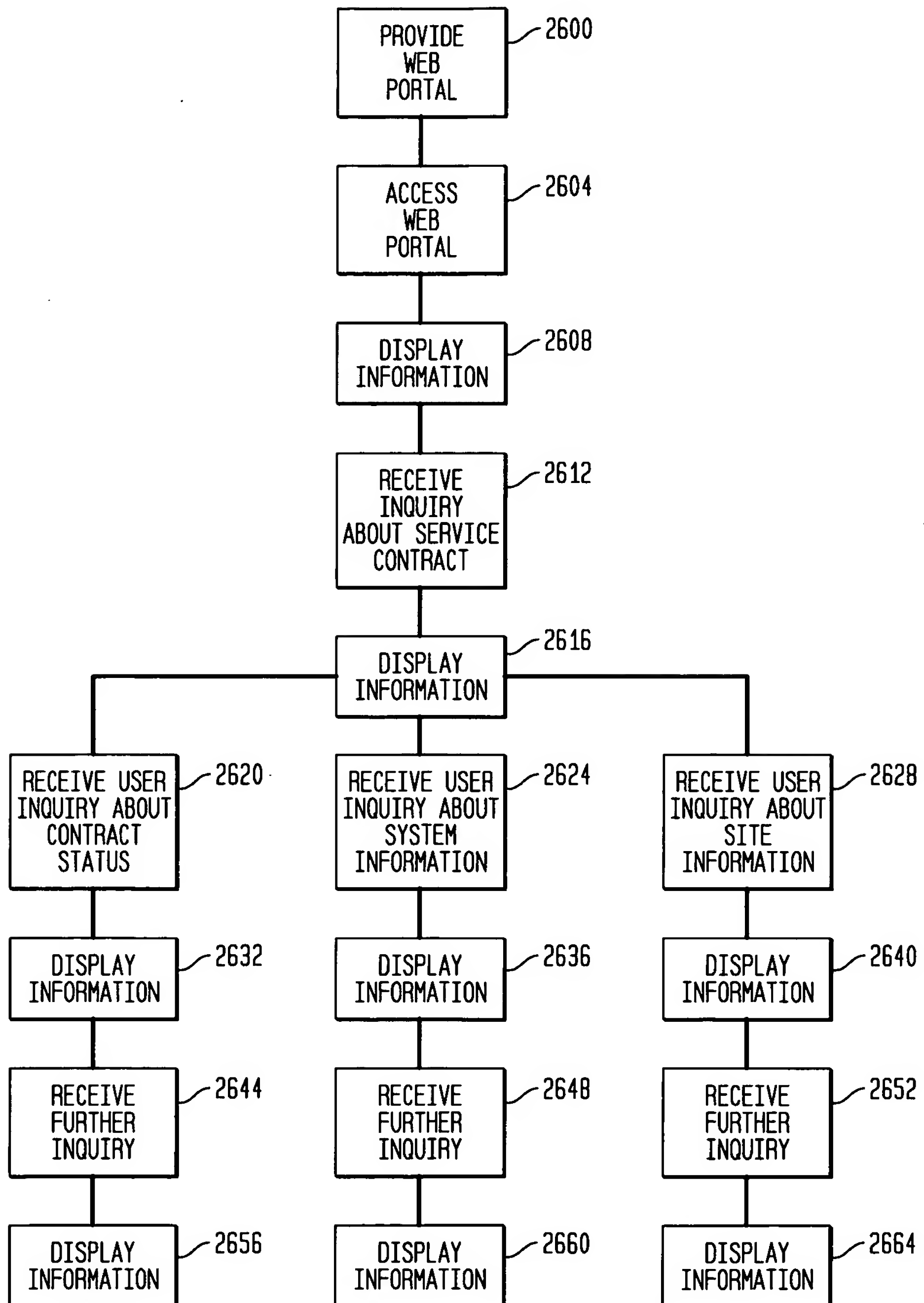


FIG. 27

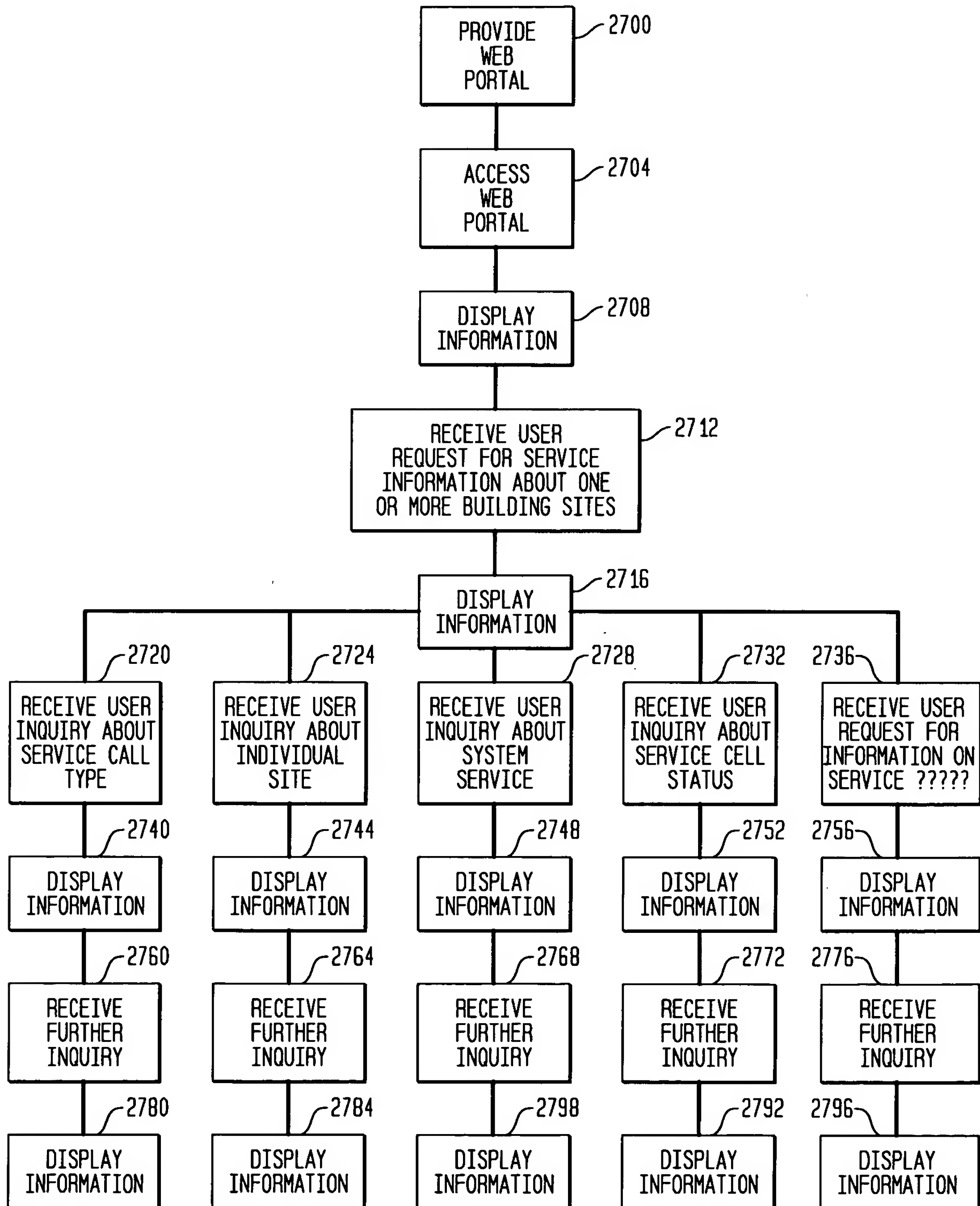


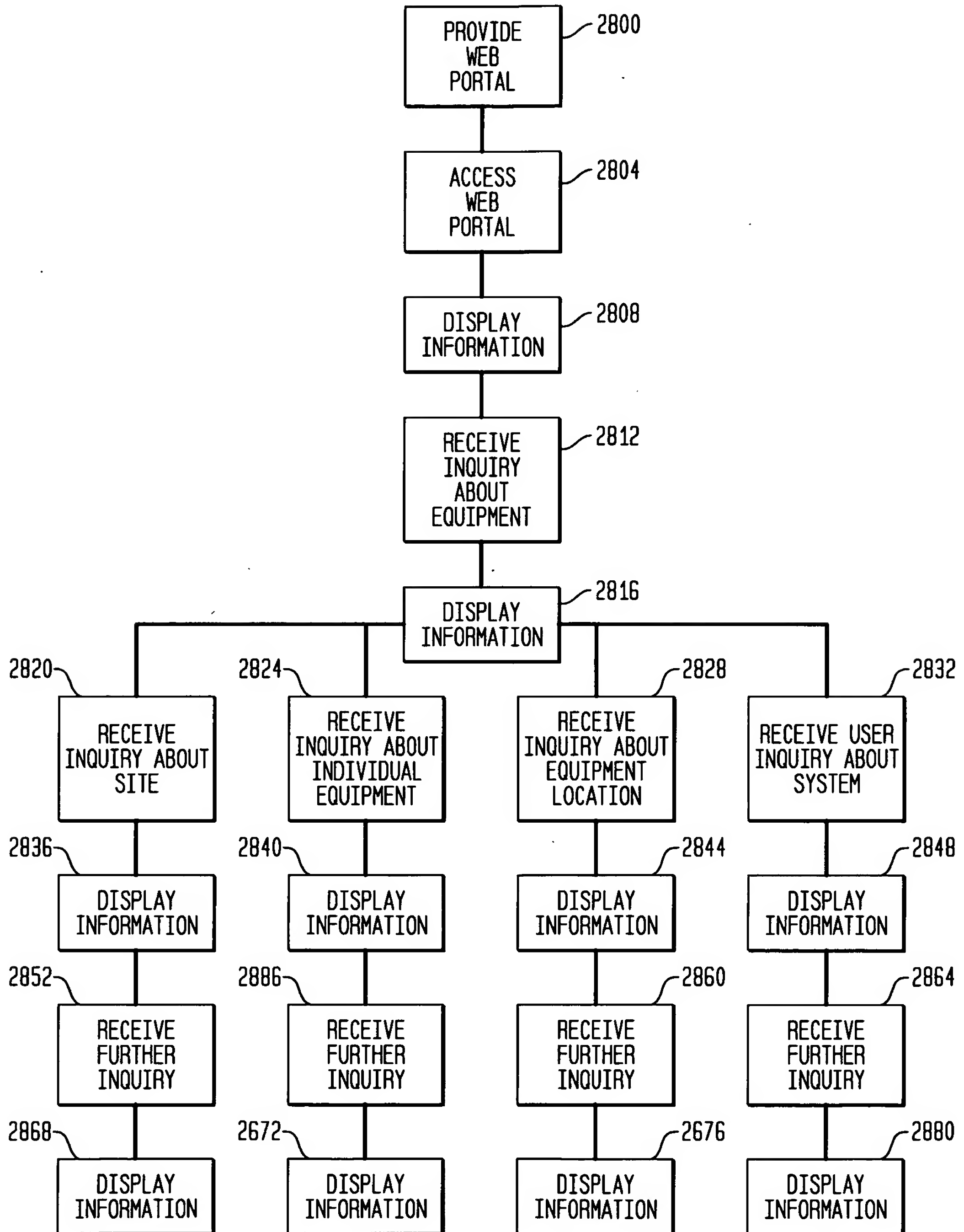
FIG. 28

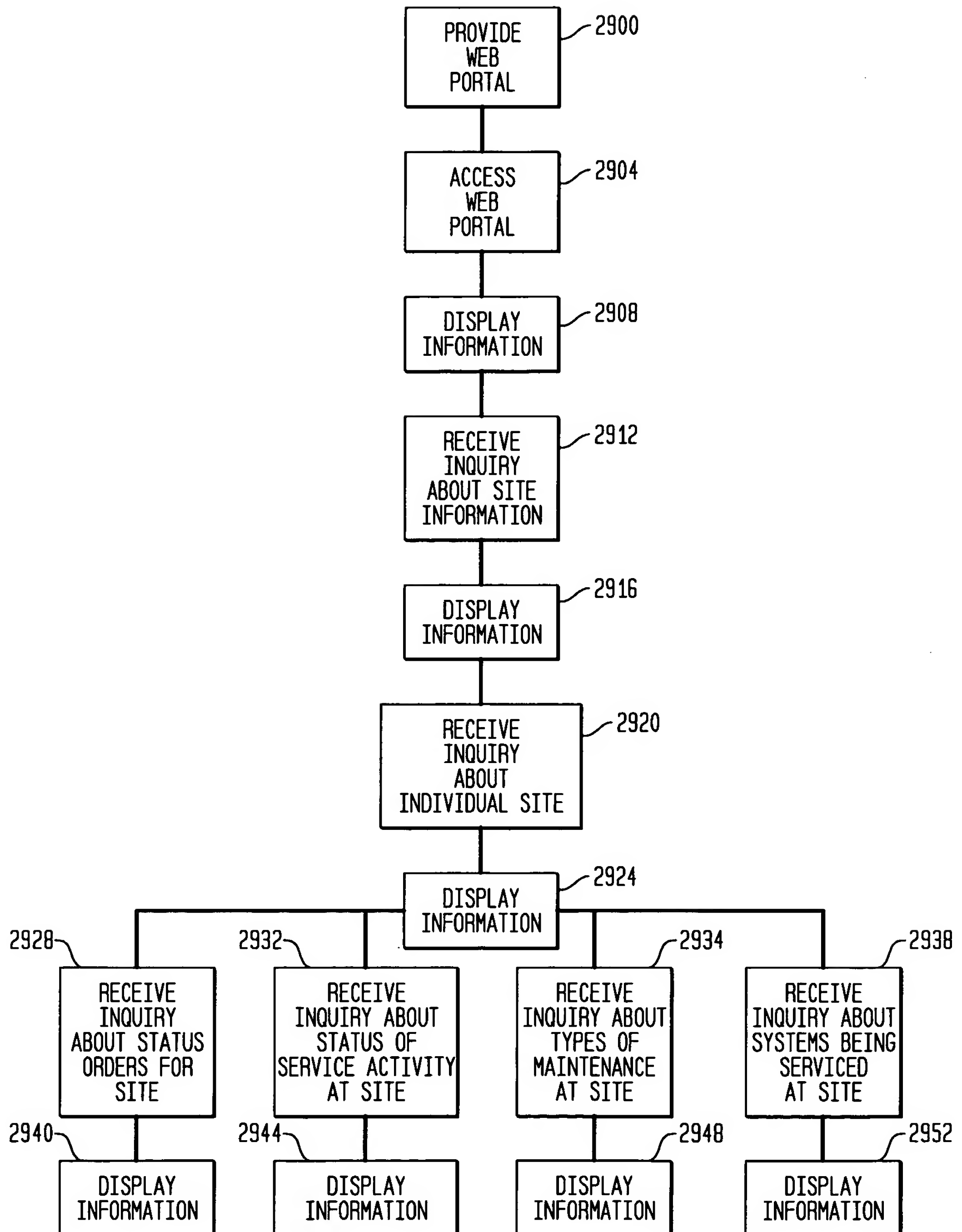
FIG. 29

FIG. 30

